

5. LIBRARY PLAN OF SERVICE

5.1 EXECUTIVE SUMMARY: PLAN OF SERVICE

This Plan of Service describes the proposed public library service program that will be implemented through the construction of the second library service outlet for the city of Rancho Cucamonga. Called the Victoria Gardens Library, it is designed to enhance library services for the entire community and provide convenient library access for residents of eastern Rancho Cucamonga. The library is part of a multipurpose building which also features a children's theater and event center. Sharing meeting room and lobby spaces, the Rancho Cucamonga Library and Performing Arts Center - "The Center for Imagination"—will be located in the heart of an exciting outdoor mall experience and will open new avenues for creativity and learning for youth in Rancho Cucamonga.

Rancho Cucamonga is a fast growing city encompassing 38 square miles with a population of 127,000 residents. The population of Rancho Cucamonga has risen nearly 131% from 1980 to 2000. The Library Needs Assessment clearly shows that the current single location of 22,500 sq. ft., containing 127,000 volumes is inadequate to meet the space or collection needs required for a population of 127,000—**estimated to grow to 150,000 by 2005.**

Despite current limitations of size and collection, the Rancho Cucamonga Public Library offers an outstanding array of innovative programs, including "Kidsmobile" service to schools and parks, adult and family literacy programs, a "Housecalls" program for the homebound, and a website featuring 12 online databases. Community support is high, with 115,000 current borrowers reflecting 87% of the population, and ongoing demand for increased services is reflected in the Needs Assessment.

The Victoria Gardens Library is part of a vision that was developed through an extensive citywide needs assessment process that began with the General Plan Update for 2000. The process included a Library Master Plan (2000), a Parks & Cultural Needs Assessment (2000), a Performing Arts Feasibility Study (2001), a Technology Needs Assessment (2002) and a Library Needs Assessment (2002). Among the major citywide goals identified through this 3 year public needs assessment process were:

- ❑ **To provide library services to the eastern portion of the community.**
(Library Master Plan) and (General Plan Update for 2000)
- ❑ **To create a "downtown" to help unite the three communities which make up Rancho Cucamonga.**
(General Plan Update for 2000)
- ❑ **To create a cultural center for children, where ideas and arts are celebrated.**
(Parks & Cultural Needs Assessment) and (Performing Arts Feasibility Study)
- ❑ **To maximize the use of technology to provide capability and accessibility to cutting edge resources for every Rancho Cucamonga resident.**
(Technology Needs Assessment) and (Library Master Plan) and (Library Needs Assessment)

TECHNOLOGY PLAN – EXECUTIVE SUMMARY

5.13 EXECUTIVE SUMMARY: TECHNOLOGY PLAN

The Library's Technology Plan describes how technology is integrated throughout the Library Plan of Service. The Victoria Gardens Library is envisioned as being "high tech, high touch"; in other words, technology will be seamlessly integrated throughout the Library, but at the time should be viewed as only one component of library service.

Through the needs assessment process, surveys and focus groups, technology within the library as well as remote access to library services were consistently mentioned as important parts of the overall library program of service.

The technology design and distribution concepts for the Victoria Gardens Library are built around the five major goal statements that tie the library to the overall vision for the City of Rancho Cucamonga.

Technology is addressed in:

- **Goal One: Lifelong learning is available and convenient to all.** The distribution of data in the building will provide patrons with immediate access to local resources such as the library's integrated catalog as well as resources outside the library such as online databases, web sites and electronic books. Access will be available both within the library and remotely.
- **Goal Two: Service to children.** The networks developed to support the library can be virtually extended to provide access to library resources through local school data networks. This can include access to the library's catalog via the Internet and to the commercial databases to which the library subscribes. The "Back to Basics" tutoring center will house public access computers to support the tutoring program. These computers may be used both as inter-active resources to support the reading program and as a performance incentive to students.
- **Goal Three: Service to young adults.** The teen area of the library will be connected to the public access computer network. This will provide access to the library catalog, select commercial database resources and the Internet. The teen group study rooms will be wired to accommodate individual computer users or small groups of students working collaboratively.
- **Goal Four: Equal access to all.** The library will include a Technology Center equipped with public access computers that will be used for classes in the use of library technology, classes on the use of popular software programs, instruction in Internet searching techniques, etc. The Technology Center will be developed with data, video and voice resources that support a full range of distance learning scenarios. The classes offered at the Technology Center will address the needs of all age and interest groups.
- **Goal Five: Convenience and speed.** These resources will be made available at the library and through convenient electronic access from points inside the library. It will also be possible for patrons to access the library's catalog and other electronic resources, including subscription databases, electronic book collection and "virtual reference" services via the Internet, telnet and dial-up modems 24 hours a day, 7 days a week. The library data networks will be connected to the Information Technology center of the City of Rancho Cucamonga via a proprietary fiber network owned and managed by the City.

In response to these goals, the City envisioned a regional "downtown" in the eastern part of the community and worked to create a public private partnership through the Redevelopment Agency to make the vision a reality. Widely accessible through freeway, highway, pedestrian trails and public transit, the "downtown" development selected to house the library was designed to offer civic, retail, office, and residential uses. In short, a destination point for the city.

Using data gathered through library needs assessments, the **library** vision that emerged was "The Victoria Gardens Library", a 22,400 sq. ft. facility to be located in a highly visible location off the main plaza, co-located with a professional Children's Theater and meeting room facility. In creating a Plan of Service for this unique facility, the primary clients were identified as children—and their families. The strategy to deliver service was defined through partnerships with the City's Community Services Department and the four K-8 school districts serving Rancho Cucamonga.

The following Plan of Service for this vision includes the Victoria Gardens Library Mission Statement and five major goal statements that tie the Library to the overall vision for the City of Rancho Cucamonga. These are:

- ❑ Create a City where personal enrichment and lifelong learning is conveniently accessible to all.
- ❑ Create a City where the children of the community are enriched through educational and cultural opportunities and resources produced through collaboration between library, community services and schools.
- ❑ Create a City where the contributions of Young Adults are valued, their ideas listened to and their needs addressed.
- ❑ Create a City where all residents have equal opportunity to learn the possibilities of technology.
- ❑ Create a City where individual information needs are quickly met.

Each goal is accompanied by related service objectives that cover creating new services and expanding existing popular services such as the following:

- ❑ Increase the depth and breadth of the book collection for the community, the number one request of every survey device and vehicle used in needs assessment.
- ❑ Provide library services to the eastern portion of the community experiencing the greatest growth.
- ❑ Expand the popular "Back To Basics" Learning Center, providing tutoring and adding a Homework Center.
- ❑ Create the first Teen Center, with a group study room, booths with computer access and magazines geared to teen interests.
- ❑ Offer a computer training center, outfitted with cutting edge technology and featuring classes taught by library and school staff.
- ❑ Offer programming space for all ages with teleconferencing capabilities.
- ❑ Provide outdoor space with convenient seating for family gatherings or individual study.

5.2 MISSION STATEMENT

"The Victoria Gardens Library exists to bring imagination, ideas and people together."



Mission Statement for the Victoria Gardens Library
In the "Center for Imagination"
City of Rancho Cucamonga

5.3 BACKGROUND

This Plan of Service describes the proposed public library service program that will be implemented through the construction of the second library service outlet for the city of Rancho Cucamonga. The Plan of Service has been an evolving document, begun in 2001, based on the survey data obtained from Library Master Plan 2000 and refined in 2002 through a 6-month period of public comment and evaluation.

Called the Victoria Gardens Library, it is designed to enhance library services for the entire community and provide convenient library access for residents of eastern Rancho Cucamonga. The library is part of a multipurpose building that also features a children's theater and event center. Called the Rancho Cucamonga Library and Performing Arts Center-- "The Center for Imagination"-- the facility is located in the heart of an exciting outdoor mall experience and will open new avenues for creativity and learning for youth in Rancho Cucamonga and beyond.

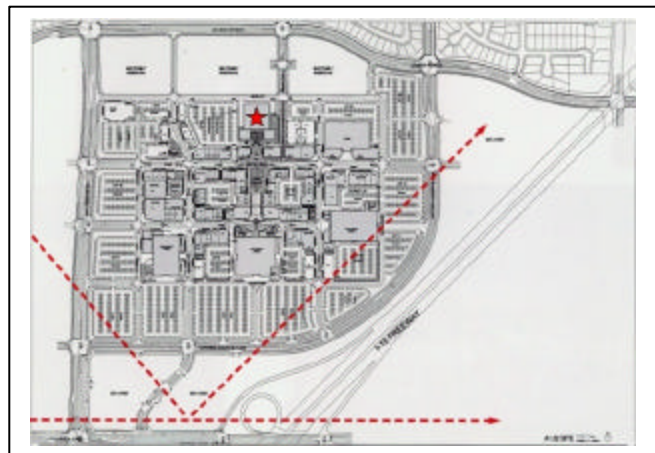
The Victoria Gardens Library is part of the vision that was developed through an extensive citywide needs assessment process that was part of the General Plan Update for 2000. The process included a Library Master Plan (2000), a Parks & Cultural Needs Assessment (2000), a Performing Arts Feasibility Study (2001), a Technology Needs Assessment (2002) and a Library Needs Assessment (2002).

Among the major city wide goals identified through this 3-year public needs assessment process were:

- ❑ **To provide library services to the eastern portion of the community.**
(Library Master Plan) and (General Plan Update for 2000)
- ❑ **To create a "downtown" to help unite the three communities which make up Rancho Cucamonga.**
(General Plan Update for 2000)
- ❑ **To create a cultural center for children, where ideas and arts are celebrated.**
(Parks & Cultural Needs Assessment) and (Performing Arts Feasibility Study)
- ❑ **To maximize the use of technology to provide capability and accessibility to cutting edge resources for every Rancho Cucamonga resident.**
(Technology Needs Assessment) and (Library Master Plan) and (Library Needs Assessment)

In response to these goals, the City envisioned a regional "downtown" in the eastern part of the community and worked to create a public private partnership through the Redevelopment Agency to make the vision a reality. Widely accessible through freeway, highway, pedestrian trails and public transit, the "downtown" development selected to house the library was designed to offer civic, retail, office, and residential uses. In short, a destination point for the city.

Using data gathered through library needs assessments, the **library** vision that emerged was "The Victoria Gardens Library", a 22,400 square foot facility to be located in a highly visible location off the main plaza, co-located with a professional Children's Theater and sharing a meeting



room facility. In creating a Plan of Service for this unique facility, the primary clients were identified as children—and their families. The strategy to deliver service was defined through partnerships with the City’s Community Services Department and the K-8 school districts serving Rancho Cucamonga.

The following Plan of Service for this vision includes the Victoria Gardens Library Mission Statement and five major goal statements that tie the Library to the overall vision for the City of Rancho Cucamonga. The goals are:

Goal #1:

Create a City where personal enrichment and lifelong learning is conveniently accessible to all.

Goal #2:

Create a City where the children of the community are enriched through educational and cultural opportunities and resources produced through collaboration between library, community services and schools.

Goal #3:

Create a City where the contributions of Young Adults are valued, their ideas listened to and their needs addressed.

Goal #4

Create a City where all residents have equal opportunity to learn the possibilities of technology.

Goal #5

Create a City where individual information needs are quickly met.

Each goal is accompanied by related service objectives that cover creating new services and expanding existing popular services. Goals and objectives were based on the characteristics of the community, the existing strengths and weaknesses of library services, the unique partnerships forged with Community Services and all four K-12 school districts and public input from five citywide needs assessment tools.

5.4 CHARACTERISTICS OF THE COMMUNITY

Many different cultures have shaped Rancho Cucamonga's history. From the Mexican families that created early **Cucamonga**, to the Italian grape-growers that shaped the rural **Etiwanda**, to **Alta Loma** perched on the original Spanish land grant, the challenge of Rancho Cucamonga, incorporated from these three cities into one in 1977, has been to unite the communities under one vision.

Rancho Cucamonga today is a large city encompassing 38 square miles and populated with 127,000 residents. The population of Rancho Cucamonga has risen nearly 150% from 1980 to 2002.

The Rancho Cucamonga community is a place for young families. The 1990 census shows that the largest population group was the 30-39 year old baby boomer group; second largest is the group

encompassing children 0-9 years old. Over 47% of Rancho Cucamonga households included children, far above Southern California averages.

Volunteerism is abundant in Rancho Cucamonga. The City currently hosts over 1,800 volunteers, in programs that operate in the Library, City Hall, Police, Fire and Community Services. More than 75,000 hours of community services were provided by this team of volunteers.

Five school districts serve the Rancho Cucamonga community which, by 2005, will support 4 high schools, 9 middle schools and 21 elementary schools. Rancho Cucamonga is also home to Chaffey Community College, one of the oldest community colleges in the State of California.

Daily life in Rancho Cucamonga revolves around the family. The emphasis on family is seen in the city's heavy investment in parks and recreation facilities, the recent Performing Arts Feasibility Study that found strong support for professional Children's Theater--and the high use of the only currently library outlet, the Archibald Library.

5.5 CHARACTERISTICS OF THE LIBRARY

Residents of the City of Rancho Cucamonga received their library services through the San Bernardino County Library until 1994. Services were provided from a branch library of 10,000 square feet and a collection of 50,000 items. Hungry for better library services for its residents, the City of Rancho Cucamonga made plans to withdraw from the San Bernardino County Library System to create its own city library—the first library in California to pull away from the County library system to improve library services to its residents.

To properly plan for the service change-over, an extensive needs assessment process was undertaken in 1990, and the Implementation Plan in that document created by Ray Holt drove the service plan that operated from the new Archibald Library which opened in 1994. Although the city had more than doubled the building size from the San Bernardino County Branch Library and tripled the collection, they knew it wasn't enough to serve a city that had nearly doubled in population from 1980 to 1990. Therefore, the City Council named the Archibald location an "Interim Library" and created a Library Board of Trustees to oversee the facility and plan for its future growth.

Today, the 22,500 square foot Archibald Library contains 127,000 items. Open 7 days a week, the Library sees an average of 1,500 visitors each day. Designed to age gracefully and meticulously maintained by city crews, the Archibald Library is no longer referred to as "Interim", but serves as a "destination point" for the community and is a much loved community fixture.

However, built to comfortably hold 70,000 volumes, the current collection of 127,000 has outgrown the single location. During occasional slow periods of library use, triggered by varying school schedules, otherwise valuable materials pile up on the floor, cover the windows and stuff the shelves.

Closets and storage areas have been converted to office space and computer centers, shelving has extended up and over windowed areas and tables and chairs removed and replaced with stacks.

The 2002 Library Needs Assessment clearly shows that the current single location of 22,500 square feet containing 127,000 volumes, while extremely popular, is inadequate to meet the space or collection needs required for a population of 127,000.

Despite these collection and space limitations, the Rancho Cucamonga Public Library offers an outstanding array of innovative programs, including a "Kidsmobile" to service schools, adult and family literacy programs, a Housecalls program for the homebound, and a website featuring 12 online databases. Community support is high, with 115,000 current borrowers reflecting 87% of the population and ongoing demand for increased services is reflected in a series of assessment tools.

In the year 2000, a Library Master Plan process was conducted as part of the overall update of the city's General Plan. The Library Master Plan outlined a future service option containing a minimum of two equal size libraries, geographically situated in the community to provide convenient access for all residents and greater resources for the community overall. The Library Master Plan recommended the second library outlet be located in the eastern portion of the community, which was then experiencing the greatest growth in population.

Following on the heels of the Library Master Plan was the Performing Arts Feasibility Study, and the concept of "The Center for Imagination" was born.

5.6 VICTORIA GARDENS AND "THE CENTER FOR IMAGINATION": THE VISION

The concept of a regional shopping area located at Foothill Boulevard (the famous Route 66) and the 15 Freeway has been part of the vision of Cucamonga for over 20 years. Emerging from the planning boards to reality, the Victoria Gardens development has been designed to partner a library emphasizing children's services with a children's performing arts center. An Event Center equally capable of hosting the most sophisticated of business conferences along with the most lighthearted of children's programming completes the blend of cultural offerings that will open new avenues for creativity and learning in Rancho Cucamonga.

"The Center for Imagination" will house a library that will double the city's library resources, offer a family literacy service and homework program and provide a regional learning center specializing in books, magazines and media celebrating the performing arts.

Thanks to the partnership forged with four school districts, the special collection will be geared toward curriculum arts programs for youngster 8-18. As part of the imagination experience, the Library will offer interactive learning opportunities that support performances on the Center's stage.

The Imagination Center will be home to an experienced professional children's theater company that will also work in partnership with local school districts to present performances that complement the schools' curriculum. That means students will experience, through live theater, today's issues and the subjects they study in school. Before or after the performance, they will be able to deepen their knowledge through resources in the library portion of the Center.

The Community Services Department of the City of Rancho Cucamonga will operate the Events Center and oversee the Children's Theater. The Library area will be solely operated by the Library Department. Shared spaces in the complex resulting in better service delivery and cost economies will consist of the following:

Event Center Community Room space

This area is a 4,500 square foot space dividable into three separate meeting areas, serviced by a kitchenette. This area will serve as children's programming space, adult programming space, special host receptions and business conferences.

Shared lobby and entryway space

This area is a convenient vestibule and lobby that provides restrooms for the entire facility as well as display space, and areas for literature distribution.

Shared Commons Area

Designed as an additional "program" space, the commons will combine landscaping, hardscape and unique art touches to create an area that will be available for outdoor events, meetings, gatherings and individual reading and studying outdoors.

Based on this vision of the triad partnership of Library, Community Services and local schools, the Plan of Service for the Victoria Gardens Library integrates the vision of the Victoria Gardens "Center for Imagination" with information gathered from the Library Needs Assessment. Filtered through the Rancho Cucamonga Public Library overall goals, they will form a unique and exciting service plan for this new library outlet.

5.7 LIBRARY SERVICE GOALS, OBJECTIVES

Goal #1:

Create a City where personal enrichment and lifelong learning is conveniently accessible to all.

Role(s): Current Topics and Titles
Lifelong Learning
Commons
Cultural Awareness

Background and how goals and objectives respond to the needs assessments:



The top priority revealed in both the Library Master Plan 2000 process and the Library Needs Assessment of 2002 was to increase the depth ("We need more copies of popular titles!") and breadth of the book collection ("I wish you had a more varied approach to my topic.") Coupled with the lack of books, the public cited "crowding, noise, traffic, parking and lack of space" as major impediments to library access. All of these conditions would be relieved with the opening of a library of equal size and strength, closer to their homes and/or a direct route from work.

The decision to combine the library with a children's theater and meeting facility and to locate it in the eastern portion of the community was based on the Library Master Plan of 2000, the Parks & Cultural Needs Assessment of 2000, the Performing Arts Feasibility Study of 2001 and the Library Master Plan. The size of the facility was based on the Library Master Plan concept of balancing equal sized libraries geographically located in the community and the City's ability to responsibly staff and maintain both facilities equally.

During the Performing Arts Center Feasibility Study, strong community support was voiced for children's theater and the concept of helping children express themselves through performance and theater study. A library focus group with educators emphasized the shortage of materials available in support of performing arts of all kinds. One of the recommendations of the focus group was that the Victoria Gardens Library house and maintain a special collection, oriented to youth, in support of theater and other performing arts.

The "Quiet Room" emerged from a staff focus group and was verified when a large number of respondents to the survey stressed the need for a "quiet place to study and read" and several entries stressed "more comfortable chairs!"

Finally, the Needs Assessment found that 88% of responders to the 2002 survey felt Bestsellers for Adults were either "very" or "moderately" important, the third highest rating in the survey. Therefore, popular materials are also emphasized in this library outlet service plan.

Objective 1: Provide a book collection of an additional 102,000, doubling the availability of books in Rancho Cucamonga.

Service Indicators:

Circulation; fill rate; turnover rate, items per capita rate

- Objective 2:* Provide a 22,400 sq. ft. library facility on the east side of Rancho Cucamonga, for convenient access for residents living east of Haven.
Service Indicators:
Attendance; Registration figures by zip code
- Objective 3:* Provide ADA approved aisle width, appropriate level shelving, ADA assisted seating, tables and technology equipment that will afford seniors, youngsters and the physically challenged equal access to library resources.
Service Indicators:
Registration figures by Patron Code; Compliance with ADA regulations
- Objective 4:* Provide skilled, knowledgeable and friendly service at a minimum of three public service desks
Service Indicators:
Use of service; annual user survey data
- Objective 5:* Provide a location that will create a civic center "heart" for learning and imagination, offering a library, meeting rooms and a Children's Theater for an interactive cultural experience.
Service Indicators:
Number of Field Trips; Number of library class visits; number of adult programs provided; attendance at programs.
- Objective 6:* Provide a regional collection celebrating the performing arts by providing a collection of 3,000 books, videos and software materials that support learning and understanding performing arts around the world.
Service Indicators:
Circulation figures for Performing Arts Special Collection
- Objective 7:* Provide a minimum of 50 hours of service per week that will be designed to meet access needs of all segments of the community.
Service Indicators:
Survey the users 6th months after opening and annually thereafter
- Objective 8:* Provide a Popular Browsing Collection of a minimum 2,400 new books, along with 14,000 media and software, displayed in merchandize format.
Service Indicators:
Circulation statistics; turnover; fill rate
- Objective 9:* Provide a "Quiet Room" where comfortable seating for a minimum of 10 and a quiet and computer free atmosphere is emphasized.
Service Indicators:
Attendance rate

Goal #2:

Create a City where the children of the community are enriched through educational and cultural opportunities and resources produced through collaboration between library, schools and other community services.

Role(s): Formal Education Support
 Current Topics and Titles
 Cultural Awareness



Background and how goals and objectives respond to the needs assessments:

Since its establishment in 1994, the Library has surveyed its residents three times. In each of the surveys, services to children emerged as the number one priority for residents of all ages. In the most recent survey of 2002, 76% of those surveyed cited "children's books" as "very important", placing it as top priority for the Victoria Gardens Library. "Homework Center with Children's Tutoring Program" was cited as third priority, with only a "Computer Center" gaining more support. "Children's Programming" was another priority to 85% of the community, and a full gamut of age sensitive programming is found in Objective 2.

In addition, every focus group that stated "Formal Education Support" was the most important library role. Therefore an emphasis for the Victoria Gardens Library would be placed on Children's Services and support for school curriculum. Parenting classes and classes to help parents best assist their youngsters in homework were a top priority for focus groups, with the "Literacy", "Back to Basics" and "Educators" groups giving it top priority.

In all surveys, responders expressed the desire to see the City work with schools to provide more learning opportunities for their children. The objectives below respond to suggestions made by the Educators focus group and written comments by residents in response to the question: "How would you like to see the public library work with schools?"

Finally, Community Services was a natural partner in presenting culturally rich programming requested in the Needs Assessment. Already partnering with the Library as part of the "Kidsmobile" and "Fun on The Run" project to reach disadvantaged youth, the co-location of staff on site in "The Center for Imagination" makes this a cost effective objective.

Objective 1: Provide an opening day collection of 38,340 new children's books, videos, DVDs and software.

Service Indicators:

Number of items purchased; number of items processed.

Objective 2: Provide one pre-school storytime, one toddler time, and one school aged youngster programs per week.

Service Indicators:

Storytime attendance

Objective 3: Provide a minimum of one program each quarter co-sponsored with Community Services Cultural Arts Program designed to highlight the arts.

Service Indicators:

Program attendance; increase circulation of art materials

Objective 4: Partner with Etiwanda, Alta Loma, Cucamonga and Central School Districts to offer "Back to Basics" Tutoring for a minimum of 50 youngsters per semester.

Service Indicators:

Number of students enrolled; number of volunteer tutors

Objective 5: Provide a minimum of 12 classes for parents and teachers on how to use web sources, how to research a report, how to use the library, etc.

Service Indicators:

Number of classes offered; number of attendees; number of information questions

Objective 6: Coordinate a meeting of public library and school library personnel once each semester to share information on collections, spending, school library collaboration opportunities, grant opportunities, etc.

Service Indicators:

Number of attendees; number of schools represented

Objective 7: Provide a special collection area and collection of 550 items for the use of parents, teachers and homeschoolers.

Service Indicators:

Circulation figures; teacher cards; homeschooler cards

Goal #3:

Create a City where the contributions of Young Adults are valued, their ideas listened to and their needs addressed.

Role(s): Formal Learning Support
Current Topics and Titles
Cultural Awareness



Background and how goals and objectives respond to the needs assessments:

Demographics show that the closest service area for the Victoria Gardens Library will contain a very high percentage of Young Adults—ages 12 to 15. The Victoria Gardens Library proposes to serve the needs of both geographically local teens, and teens that visit the shopping mall.

The Needs Assessment of 2002 showed that having a teen center for young adults was a top priority (ranked #4) with nearly 84% of library users polled saying a Teen Center was Very or Moderately important. Not surprisingly, 92% of the young teens polled stated that having a place of their own was VERY IMPORTANT!

To determine what would be contained in the Teen Space, the Needs Assessment provided the top five services valued by teens: Books, School Support, Staff Help, Computers and Internet Access. To determine what services would be offered, the Assessment verified teens want more staff assistance and more teen programs. In response, the service program below offers a staff desk centered between the Technology Center and Young Adult Services to support both. It also offers curriculum and social issues based topic for young adult programming and creates a Teen Advisory Group to provide more input on materials selection, policies and programming needs.

Objective 1: Provide a "Teen Center" where young people feel welcome and special

Service Indicators:

Attendance; Track computer use

Objective 2: Collaborate with Community Services, the School Districts and Library Staff to provide a minimum of one program each month.

Service Indicators:

Attendance; Circulation of topic of program

Objective 3: Create a Teen Advisory Board to meet monthly and assist in the creation of programs and review of teen friendly policies.

Service Indicators:

Attendance of Teen Board members at Board Meetings; evaluations from Teen Board Members

Objective 4: Provide an age appropriate and relevant collection of 4,075 items and 10 teen magazines, with input from Teen Advisory Board.

Service Indicators:

Circulation, turnover and fill rates

- Objective 5:* Provide a minimum of 6 computers with the ability for teens to work together around the terminals.
Service Indicators:
Computer usage figures
- Objective 6:* Provide volunteering opportunities through Back to Basics tutoring program, Theater docent program and Technology Center aid.
Service Indicators:
Number of volunteers; number of students tutors; number of tours provided
- Objective 7:* Provide a minimum of 12 Technology Classes for young adults emphasizing educational and career skills.
Service Indicators:
Number of classes provided; attendance
- Objective 8:* Create a Teen Site for the Library's Web Page, designed and maintained by young adult volunteers, technically assisted by Library Staff.
Service Indicators:
Number of hits to the web site

Goal #4

Create a City where all residents have equal opportunity to learn the possibilities of technology.

Role(s): Information Literacy
Basic Literacy

Background and how goals and objectives respond to the needs assessments:



The Needs Assessment shows in the Telephone Survey to residents performed in late fall of 2000, that 85% of all residents polled had access to the Internet through home, business or school. In that same survey, when asked to define what library service was most desired, 90% of our respondents emphasized expanding on-line services.

During the Staff In-Service of August 2001, staff expressed belief that most residents in the community "owned" a computer, but a large percentage were challenged in understanding how best to use it and technology to their advantage. In the staff in-service meeting in 2001, staff recommended as a goal for the new library, a Technology Center with a minimum of 21 computers.

The Spring Needs Assessment of 2002 followed up on that recommendation by asking the public to rank several services in priority order. "Free or nominal fee classes on technology" received a ranking of top priority only below Children's Books in terms of "very important", receiving 74% support and was THE number one priority when you combine the categories of Very and Moderately Important (94%).

Teens and Adults alike in the Needs Assessment cited the following as the three most important services: Classes, Internet access and more computers. The current library offers six for Internet access. Twenty one are proposed for the Victoria Gardens Library. Survey responders also cited the need for more help in using computers. Teens voiced the desire for peer support. Seniors voiced the need for basic and advanced programs, including "repair" and troubleshooting. The objectives below provide all, with a public service desk and an active program of student volunteer "aides".

Objective 1: Provide a Technology Center containing 21 computers for public use, which will obtain an 80% occupancy rate during open hours.

Service Indicators:

Attendance; number of classes offered; attendance in classes

Objective 2: Provide Distance Learning Opportunities before and after library hours.

Service Indicators:

Number of bookings per year; number of attendees to programs; income received from fee-based service.

Objective 3: Provide a minimum of 12 classes for training in the following areas: Use of Library Technology, how to use popular software programs, searching specific topic areas on the Internet, etc.

Service Indicators:

Number of classes; attendance figures for classes; evaluations of classes

Objective 4: Provide volunteer opportunities for young teens to help their peers by recruiting and training a minimum of 10 young aides to assist in the Technology and Teen areas.

Service Indicators:

Number of volunteers; number of volunteer hours worked; number of programs supported through volunteers

Objective 5: Provide a minimum of 12 classes for specific age and interest levels: Senior programs, teen programs, parenting programs; etc.

Service Indicators:

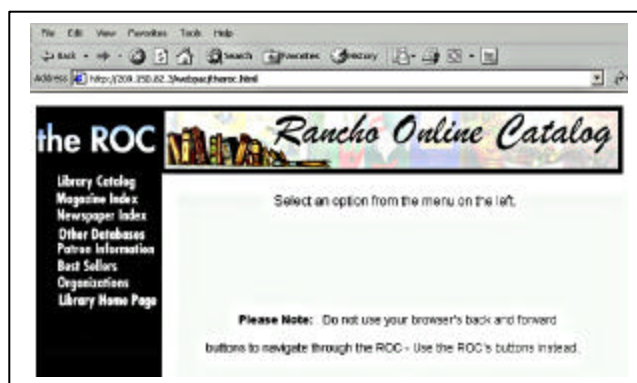
Number of classes; attendance figures for classes; evaluations of classes

Goal #5

Creative a City where individual information needs are quickly and conveniently met.

Role(s): General Information

Background and how goals and objectives respond to the needs assessments:



A standard library service offering, the focus groups supported the overall needs assessment in finding that information needs, excepting students, were of lesser importance to the Rancho Cucamonga community. However, surveys repeatedly cited "lack of personal time" as a major barrier to the use of the library, therefore the objectives in this goal respond to the "basic" need of information services--but provide the service 24 hours a day, seven days each week, to create a "value added" approach to the service.

Objective 1: Provide an Information Service Desk to respond to a minimum of 100,000 walk-in, email and online information questions.

Service Indicators:

Number of questions answered per year

Objective 2: Provide "24/7" Online Reference Service to respond to a minimum of 2,000 information questions.

Service Indicators:

Number of questions answered via 24/7 Access per year

Objective 3: Provide a website with catalog information, database resources, 15,000 electronic books, and full library service information with an uptime of 99%, updated every week.

Service Indicators:

Number of hits to web page; number of hits per on-line database; e-book circulation

Objective 4: To bring awareness to the public of the many methods of accessing information through the library, staff will design and distribute a minimum of two brochures, highlighting information services available and on line access databases and Technology Center Services.

Service Indicators:

Number of informational brochures distributed annually; number of hits on the web site; number of hits per on-line database; circulation rate

5.8 TYPES OF SERVICES TO BE OFFERED

Overwhelmingly, through the course of three library surveys conducted over six years, and dozens of library focus groups and public presentations conducted in Fall 2001 through Spring of 2002, more books and media, convenient access to library services, service to youngsters, assistance in harnessing emerging technologies and programming for residents of all ages have emerged as the top priorities for library service in Rancho Cucamonga. Residents also emphasize developing partnerships to strengthen the value of the library experience for their children and continuing a pattern of service excellence at all points of service.

The types of services listed below reflect those top priorities.

The Victoria Gardens Library will provide the overall Rancho Cucamonga Community with the following:

- ❑ A broad collection of new books, DVDs, videos, computer programs and talking books with an emphasis on popular materials, doubling the number of books and materials available to the growing community.
- ❑ A Community Room capable of comfortably holding from 30 to 300 guests and an atmosphere as cozy as cushioned storytime and as technologically advanced as a Teleconference.
- ❑ A Technology Center to train community members from school aged youngsters to seniors.
- ❑ Comfortable and functional seating for study, relaxing, reading and working with personal technology such as laptops and palm pilots.
- ❑ High-speed computers available on a fiber optic network.
- ❑ A programmable courtyard with a garden like atmosphere and visually stimulating landscape design.

The Victoria Gardens Library will provide preschool children, their parents and caregivers with:

- ❑ Toddler Time, a story time for children 24-35 months old who are accompanied by a parent or adult caregiver. During the 20minute program, stories, puppets, finger plays, rhymes, poems and songs delight the youngsters and help engender a lifetime love of libraries. Offered once each week.
- ❑ Preschool Story time, a story time for children 3, 4 and 5 years old which offers them their first step toward independence. 30 minutes in length, offered once each week.
- ❑ Assistance to parents and caregivers in selecting books and other materials appropriate for toddlers.
- ❑ The opportunity for preschools and day care providers to schedule tours and story times.

The Victoria Gardens Library will provide school age children, their parents and caregivers with:

- ❑ Family Story time, a story time for the family to enjoy together. Recommended for ages 2 to 8. This 30-minute story time is offered once each week.
- ❑ "Afterschool Cool", a story time for children 6 to 11 offers books, art crafts, music, storytelling, drama and special guests. Offered once each week for 45 minutes.
- ❑ "Back to Basics" Learning Center. Partnered with four local school districts, this tutoring program provides youngsters identified as "reading challenged" with the opportunity to receive reading assistance after school from specially trained tutors.

- ❑ Special instructional programs on how to use technology to excel in school. Topics will include "Using Library Technology", "How to Use the Internet to Write a School Report", "The Internet and Science Projects", etc. Programs will be offered to 10 student/parent teams per session. Programs offered once per month.
- ❑ Tours of the Library and the Children's Theater. These tours, available to classes and other groups such as scouts, athletic clubs, drama clubs, etc., will tour the Victoria Gardens Center, visit the Theater, and end at the Library. Arts and theater materials will be highlighted.
- ❑ Reader Advisory services will be offered to parents and caregivers.
- ❑ Access to Accelerated Readers and other special school-based reading programs.
- ❑ Homework help will be provided through Tutor.com
- ❑ In conjunction with Community Services, special programs highlighting the performing arts will be offered, including classes on lighting, makeup, set design, etc.
- ❑ A special collection for parents, caregivers, teachers and homeschoolers covering child development, parents, teaching and tutoring techniques.

The Victoria Gardens Library will provide teens with:

- ❑ A special room of their own with booth style seating, as well as computers, tables and chairs.
- ❑ A group study room capable of holding six.
- ❑ The opportunity to participate on an advisory group to the Library Board of Trustees, to assist in program planning and teen friendly policies.
- ❑ Information services and reference services provided in person and over the phone during open hours and through e-mail 24 hours per day.
- ❑ Middle and High School class visits including a tour of the Theater and Library.
- ❑ Age appropriate reading lists, pathfinders for class assignments and bibliographies.
- ❑ Special hands on instructional programs on how to use technology to excel in school. Topics will include "Using Library Technology", "How to Use the Internet to Write a School Report", "The Internet and Science Projects", etc. Programs will be offered to 20 students per session. Programs offered once per month.
- ❑ In conjunction with Community Services, special programs highlighting the performing arts will be offered, including classes on lighting, makeup, set design, etc.
- ❑ Volunteering opportunities will be given youngsters who want to assist in tutoring younger children, assisting all ages in the use of computers and data bases, basic shelving duties.

The Victoria Gardens Library will provide teachers, homeschoolers and educators with:

- ❑ The opportunity for school library media staff and volunteers to meet quarterly and share information, concerns and updates, coordinated by Library staff.
- ❑ The opportunity to participate on a School Advisory Committee, to assist the Library in purchasing appropriate curriculum materials.
- ❑ A special library card allowing long-term loans and large classroom collections of materials.
- ❑ Access to the Library's catalog and databases. Classroom or school libraries equipped with a computer, modem and Internet access may connect to the Library's electronic resources.
- ❑ The opportunity of working with library staff in generating grant applications of benefit to library and school alike.
- ❑ The opportunity to book the Technology Center for distance learning experiences, teacher training or other practical uses to advance teacher education.

The Victoria Gardens Library will provide adults with:

- ❑ Information services and reference services provided in person and over the phone during open hours and through e-mail and real time 24 hours per day.
- ❑ A browsing collection of popular new materials, presented in cheerful, easy-to-use retail fashion.
- ❑ Reader's Advisory Assistance
- ❑ A collection of general interest magazines, a special collection of performing arts publications and a collection of area newspapers.
- ❑ A special Quiet Reading Room to support relaxation and contemplation.
- ❑ Special hands on instructional programs on how to use technology to search the Internet, and programs on how to use popular new software programs as they emerge. Programs will be offered to 20 adults per session. Programs offered once per month.
- ❑ A place to hold community events and programs of interest to adults, including an adult reading group that provides insight to reading materials selected by the group.

The Victoria Gardens Library will provide seniors and people with special needs with:

- ❑ Accessible collections that reflect their unique interest and needs. Large Print books located at a comfortable level for viewing, etc.
- ❑ ADA accessible tables, chairs and technology terminals at all service locations.
- ❑ A special Quiet Reading Room to support relaxation and contemplation.
- ❑ Captioned media, both video and DVD.
- ❑ A place to hold community events and programs of interest to senior adults, including presentations co-sponsored by Community Services on nutrition, health and consumer issues.
- ❑ Special hands-on instructional programs on how to use technology. Special programs could feature how to find health information, consumer information and emerging software programs. Programs will be offered to 20 adults per session. Programs offered once per month.
- ❑ Volunteer opportunities for seniors to assist in tutoring youngsters, training as docents for facility tours or participating in the adult literacy program.
- ❑ An Adult Literacy Program that provides reading instruction for those over 18, opportunities for a rewarding volunteer experience in tutoring and basic instruction on computer use.

The Victoria Gardens Library will provide business people with:

- ❑ Information services by phone, in person or through the online "24/7" reference program 7 days a week, 24 hrs. per day.
- ❑ Access to business focused on-line databases, by visiting the library or by accessing the database through office Internet.
- ❑ Technologically sophisticated meeting room space.
- ❑ Access to a Technology Center capable of distance education and available for fee-based use before and after library open hours.

5.9 IMPLEMENTATION PLAN

Staffing

The City of Rancho Cucamonga will staff the Victoria Gardens Library with the following full time positions:

<u>Position</u>	<u>Duties</u>
Librarian II	Supervising Librarian
Librarian I	Youth Services Librarian
Librarian I	Adult Services Librarian
Library Assistant	Circulation Manager
Library Assistant	Technology Services Support
Library Assistant	Youth Services Support
Library Clerk	Circulation Clerk

An additional 10.5 FTE staffing will be provided to further support the circulation, information and programming needs of the library.

As with the current Archibald Library, all staff will be crossed trained on a minimum of two service desks and all will be trained in basic to advanced technology skills. Extensive and creative use of volunteers will continue the pattern in operation at the Archibald Library.

Hours of Operation

Since the Needs Assessment emphasized the desire of residents to have access to their library during extended hours that ranged from mornings for Seniors to evenings and weekends for students, the Library will be open 50 hrs. per week, 6 days per week minimum, Tuesday through Sunday. Evening hours will be emphasized in response to the primary role of service to young people. However, extensive use of technology will extend many services into 24/7, consistent with the requests of residents expressed in the Needs Assessment.

Programming

Library Programming: The Library will rely on four sources for programming: the Victoria Gardens Library staff, the programming staff from the Archibald Library, programming staff from the Community Services Division and joint venture partners, volunteers and staff from the four school districts. Scheduling of programs will be critical and must be planned far in advance to coordinate scheduling with other City programs and events in the shared meeting room space. While children's programming is emphasized, adult programming will also be available. Since no meeting room is currently available at the Archibald Library, all adult programming for the Library system will be conducted at the Victoria Gardens Library. The meeting room will host a Readers Club, a Mystery Club, informational programs, Teen Fairs, Library Foundation receptions and a host of other special library events.

Theater Related Programming: Community Services will provide an exciting programming component through the Children's Theater. The Theater productions themselves will be selected and presented by the Professional Children's Theater group, but involvement and input will be sought from

the School Advisory Committee, in terms of coordinating the play with school district curriculum. The programming of this Victoria Gardens Library is seen to be highly integrated into the school curriculum.

Working closely with the staff of the Professional Children's Theater group, , and the School Advisory Committee, the Cultural Arts staff of the City's Community Services Department and Library staff will coordinate programs to accompany each theatrical offering. The programs will be planned to promote the production, to enrich the students and to provide teachers and educators with background information to aid the education process. It will not be unusual for actors, producers, and other theater specialists to participate in these exciting program options.

Broadcast Programming: Every other year, the Library Foundation creates "The Rancho Cucamonga Public Library Telethon", featuring hundreds of children's performers, video clips celebrating reading and the library and hosts who encourage the public to support the library through donations and volunteering. This production, which has raised over \$300,000 for the Library during the past six years, will be broadcast from the stage of the Children's Theater. The Theater will be wired for cable production, and it is planned segments of the professional productions can be broadcast directly into classrooms, or directly into library programming areas for a special "live" interactive program.

Collections

The Library Needs Assessment found that the need for a larger book collection was reported at every special interest focus group and recorded by each survey tool used in the assessment process. In fact, the Needs Assessment compared the book holdings of Rancho Cucamonga to other libraries serving similar populations and discovered the collection needed to double to reach average. The introduction of library service from the Victoria Gardens Library **will** nearly double the number of books available system wide. The Victoria Gardens Library will eventually hold over 116,000 items. For opening, ninety thousand of the items will be purchased new from a vendor that will supply them fully cataloged and shelf-ready.

While the impact of 90,000 newly published items is impressive and dazzling, the experience of the Archibald Library in its 1994 opening caused the Library Board to decide to split the new collection between the two libraries. Gaps in information areas caused by lack of new materials published took more than 8 years to resolve at the Archibald Library. The proposed solution will spread new materials along with needed special interest materials throughout the service area of Rancho Cucamonga.

The collections will include hardcover, paperback books, large type books, fiction and nonfiction, reference books, and Spanish language books. Media collections will be emphasized due to the high demand expressed in the Needs Assessment. DVD's, Books on Tape/CD and CD-ROM programs will be emphasized, but video, music CDs and read-alongs will also be purchased in solid numbers.

The Library will subscribe to 263 magazine titles, some duplicates of holdings found at the Archibald Library, and some unique to reflect interests brought out in the Needs Assessment and to support the Performing Arts specialty of the Victoria Gardens Library.

The City of Rancho Cucamonga has budgeted \$1,744,000 for an "opening day" collection and will allocated approximately \$100,000 per year for materials acquisitions to the Library. The Friends of the Library and the Library Foundation will augment this amount by approximately \$80,000 per year.

One year prior to the opening of the Victoria Gardens Library, a new Community Interest Survey will be generated. Due to the residential aspect of the Victoria Gardens project, the area immediately surrounding the Victoria Gardens Library will have approximately 600 new homes, and their input will be highly desirable in creating the final library collection.

Patron input will be ongoing through annual collection development surveys, the Teen Advisory Group, the Education Advisory group and general “suggestion for purchase” forms.

Partnerships

Community Services of the City of Rancho Cucamonga will:

- ☐ Assist in program planning in the area of cultural arts
- ☐ Collaborate on grant writing to bring unique services, programs and displays to the Cultural Center
- ☐ Combine resources to promote and advertise the services of the Cultural Arts Center
- ☐ Collaborate on fundraising activities, through the Library and Community Foundations

Elementary School Districts will:

- ☐ Work with library and cultural arts staff in an advisory capacity
- ☐ Collaborate with the Library and Community services on appropriate grant applications
- ☐ Publicize the services offered through the Library and Cultural Arts Center
- ☐ Recruit student volunteers to assist in the volunteer opportunities presented by the Library and Cultural Arts Center

Chaffey High School District will:

- ☐ Continue to support the Library through programs enlisting teen volunteers and providing school credit for community work.

Chaffey College will:

- ☐ Provide program speakers from their Performing Arts Department on appropriate theater related topics
- ☐ Participate on the Cultural Arts Advisory Board for Theater and Library

Rancho Cucamonga Chamber of Commerce will:

- ☐ Continue to provide copies of business publications and Chamber information at both library outlets
- ☐ Continue to support the Library Foundation through active participation in the Rancho Cucamonga Public Library Telethon
- ☐ Promote library services through it's web site and in it's weekly activities newsletter to members

How Overall Plan of Service Meets the Needs of the Residents

The City needs a second library outlet that will provide convenient library access for residents in east Rancho Cucamonga, that will increase materials available to all residents and that will maximize the unique partnership opportunities between the four school districts, the Community Services Department and the Professional Children's Theater Company.

Responding to the demographics of this family community, the Plan places the highest priority on building library collections responsive to the needs of the public, providing convenient access for all to library services, and offering exciting services and programming to young people and their families.

Doubling the books and library materials available to all Rancho Cucamonga residents, opening the first service area dedicated to Teens, creating a Computer Center to provide classes outlined by the community, and offering a special collection unique in the region, the Plan accomplishes it all within an exciting and enriching atmosphere supporting cultural and performing arts.

Through partnerships within the community and a responsive Service Plan, the Victoria Gardens Library will fulfill the vision and ***“bring imagination, ideas and people together.”***

5.10 JOINT VENTURE PROJECTS

Family Literacy: "Back to Basics" Learning Center

The Needs Assessment process begun in 2000 shows a continuing interest in overall family literacy as a major library goal and specifically in providing tutoring and homework services for youngsters after school. In answer to that on-going need, a joint venture project was begun with the Etiwanda School District and a "Back to Basics" Learning Center added to the building program. The positive nature of those early discussions prompted library staff to approach all four districts and invite their participation in the project. All four elementary expressed and willingness to participate and were added to the joint venture project.

Emphasizing family literacy, the "Back to Basics" Learning Center will provide remedial tutoring to improve basic reading and writing skills of English-speaking, school-aged children in 2nd – 5th grade who are reading below their grade level. The students must be recommended to the program by a school teacher or educator. Tutoring is provided by trained volunteers in a small group setting. Tutoring sessions will be offered twice a week for approximately one hour. Children will participate in a twelve week session. Parent participation in additional parenting programs will be required. Four computers will be available, loaded with software selected by the Library staff with assistance from the School Advisory Board.

As part of the joint venture, the school district will assist in training the tutors by allowing volunteer tutors to observe reading teachers in the classroom and attend reading related in-service programs or workshops offered by the district. District staff will also review tutoring materials to verify that the materials are appropriate for the grade level of intended use. The district will advertise for teachers willing to be volunteer tutors through their website and in-house newsletter. In addition District specialists will assist Library Staff in the application of grants to support and expand the program.

Homework Center:

Focus group sessions held with current "Back to Basics" participants, school teachers, school media librarians and school administrators in Fall 2001 and Spring of 2002 revealed that additional expansion was desired in the program. Suggestions included the following:

- ❑ Offer homework help in addition to reading skills.

In response, the District offered to locate copies of all of their current textbooks on long term loan at the Victoria Library. The District offered to present two programs a year on specific curriculum needs, i.e. Planning a Science Project or Planning for Your Future. The district also offered to partner

with the Library as well as assist staff in applying for after-school program grant funding for future expansion.

To support the program, a Children's specialist will occupy the office between the "Back to Basics" Center and the separate Homework Center.

The Library agreed to provide Tutor.com, or a similar program that offers real time tutoring assistance on-line for students grades 4 through 12 in the subject areas of English, math, science and social studies.

❑ Offer Teen Mentors As Tutors

"Back to Basics" parents recommended that older teens in High School honor programs and service clubs be recruited to serve as tutors and mentors for younger students. Chaffey High School District, while not an "official" partner, agreed to support this addition to the program by helping to recruit tutors and providing curriculum support for their volunteer hours.

❑ Relocate computers designated in "Back to Basics" area to the Homework Center

In the Spring 2002 focus group, "Back to Basics" parents noted that while the computers were a definite positive addition to the program, they were distracting to the tutoring process and requested they be relocated to the Homework Center.

Technology Center

The Technology Center will house 21 computers and will be available for public access during all hours not occupied with classes. The School Districts will work closely with the Library in terms of programming the classes, assisting in presenting the classes and helping to recruit talented student aids to provide assistance to the public in using Internet and other emerging technologies.

The resources of the City will be used to establish the technology used in the Center. A fiber optic-based backbone will connect the Victoria Gardens Library to all other City facilities.

Classes will be offered on the following range of topics including keyboard basics, introduction to word processing, using the Internet for school assignments, creating web pages and using presentation software. The Technology Center will also be used for distance education, where speakers can either broadcast to or from the facility to give lectures, presentations and/or homework and school project assistance.

The Center will be available before and after library hours for the use of school districts at no charge and to businesses and other agencies on a cost recovery basis.

Special Collection: Celebrate the Performing Arts

A special collection of approximately 3,000 volumes will be created emphasizing the performing arts. Because of the close affiliation with the Children's Theater, this performing arts collection will have an emphasis on Children's involvement in theater. A "how to" approach will be taken in the book collection. The media collection will emphasize classic performances as well as information videos on stage arts.

The School District offered to contribute the expertise of their teachers in the art, drama, video and commercial arts departments to assist in the selection and location of these special items. This group will be called the Cultural Arts Advisory Board and will also assist the Children's Theater in planning major productions.

This collection is anticipated to have regional appeal and will be available for interlibrary loan throughout California, since the Rancho Cucamonga Public Library is a universal borrowing library.

Partnerships in the Joint Venture:

At the time of the writing of this application, three districts have signed official agreements with the City and Library. (Etiwanda, Central and Alta Loma.) In the fourth district (Cucamonga), the agreement has been approved and endorsed by the Administrative Council (District Staff), and will be reviewed by the Board for passage on June 27, 2002. Major budgetary difficulties caused this school district to delay action on the agreement.

5.11 JURISDICTION-WIDE SERVICE

MISSION STATEMENT FOR THE RANCHO CUCAMONGA PUBLIC LIBRARY

"The mission of the Rancho Cucamonga Public Library is to inform and enrich our community. We strive to accomplish this by providing access to traditional and technologically innovative resources. We support and encourage education and the love of reading in a welcoming atmosphere by a knowledgeable, service-oriented staff."

Overview:

The Victoria Gardens Library will give strength to the Library Jurisdiction in the areas of a Performing Arts Special Collection, Computer classes and Internet access, and will house the first Young Adult space. It will be equal in strength to the Children's Services provided at the Archibald location. It will double the overall ability to serve reading challenged youngsters through the "Back to Basics" program, create the first Homework space and open the door to collaborative efforts with the school districts in the areas of programming, selection and purchasing.

The Victoria Gardens Library will draw on the strengths of the Archibald Library by relying on a strong team of Information professionals to provide research and top level information assistance. The Archibald Team will continue to produce the Web site and the administrative level of the system will remain located at the Archibald Library. All advanced technical services functions not supplied by a jobber, will be tasked to Archibald.

A more detailed analysis is provided below, based on the 2002/2003 Plan of Service adopted by the Board of Library Trustees:

Goal 1: Provide skilled, efficient and friendly service at every public service desk.

Goal 2: Plan for future growth and development.

Goal 3: Support the four service roles selected by the Board of Library Trustees:

- ☐ **Support Formal Education Programs**
- ☐ **Provide Library Services to Community Youth of All Ages**
- ☐ **Promote Information Services to the Business Community**
- ☐ **Facilitate Self Education for All Residents**

Goal 4: Initiate state of the art service using new technology in a cost effective manner.

Goal 5: Search out alternative and entrepreneurial approaches to program support, through partnerships and fund raising.

Outlined below is the direction the Victoria Gardens Library will take in fulfilling the existing system wide goals for Rancho Cucamonga.

Goal 1: Provide skilled, efficient and friendly service at every public service desk.

Regardless of facility, location or special service direction, the number one goal of any Rancho Cucamonga Public Library will be to provide skilled, efficient and friendly service at every public service desk. This sentiment is repeated in the Plan of Service for the Victoria Gardens Library and appears as an objective under the number one service goal.

Goal 2: Plan for future growth and development.

Construction of the Victoria Gardens Library will create collection, space and services that bring the current community up to the minimal standards expected of libraries in California. However, the goal to grow and expand will remain as part of the overall goals of the system. The Library Master Plan 2000 allows for the consideration of expansion of either the Archibald or the Victoria Gardens Library by 2020. Considering the population potential of Rancho Cucamonga, planning for growth will continue to be a top goal overall for the library system.

Goal 3: Support the four service roles selected by the Board of Library Trustees:

- ☐ **Support Formal Education Programs**
- ☐ **Provide Library Services to Community Youth of All Ages**
- ☐ **Promote Information Services to the Business Community**
- ☐ **Facilitate Self Education for All Residents**

The above roles were selected to support the overall Plan of Service for the Archibald location. Several roles are important to the proposed Victoria Gardens Library as well. The roles to "Support Formal Education Programs" and "Provide Library Services to Community Youth of All Ages" are consistent for both library locations.

Overall, "Promote Information Services to the Business Community" will continue to be a strong goal for the Archibald Library. A strong Reference Team will be located in the Archibald Library. This team will "push" information as needed using various technology to staff located at the Victoria Gardens Library. The Archibald Library will support information needs in the areas of Business, Science, Technology, Local History and Government Information.

The areas of strength at Victoria Gardens Library will be Art, Theater, Biography of Artists and Performers and Reference materials in the areas of the Arts. Information Services at the Victoria Gardens will "push" information to the Archibald Team as appropriate, in the areas of strength.

The final role of "Facilitate Self Education for All Residents" will be consistent throughout the Rancho Cucamonga Public Library System and is supported through the broad collection of non-fiction materials, the Adult Literacy Program located at both locations and the Technology Center specializing in classes and distance education at the Victoria Gardens Library.

Goal 4: Initiate state of the art service using new technology in a cost effective manner.

The Rancho Cucamonga Public Library will remain strong in this area. The advent of 24/7 Reference Services planned for Summer of 2002 and the purchase of the first collection of electronic books scheduled for the end of fiscal year June 2002 are just two of the exciting programs technology will bring the city. Rancho Cucamonga Public Library will be adding two additional online databases in fiscal year 2002/2003 and has established a goal of leasing or purchasing 15,000 electronic books by 2005. Technology services will continue to be planned from the Archibald location and the Information Services Department of the City. Both library locations will receive the same level of services and support.

Goal 5: Search out alternative and entrepreneurial approaches to program support, through partnerships and fund raising.

Currently, the Rancho Cucamonga Public Library has a strong Foundation that has raised over \$300,000 for programs and materials over the past 5 years. The Friends of the Library are about to celebrate donated ½ million dollars by the end of 2002. An aggressive grant and fund raising campaign is being planned currently for the Victoria Gardens Library by the Rancho Cucamonga Public Library Foundation and the Rancho Cucamonga Community Foundation. If this project is approved, the two foundations will partner in raising funds for the cultural arts joint project.

5.12 CONCLUSION

The Needs Assessment supports the value of bringing to reality the vision expressed in the first Library Master Plan created by Ray Holt in 1991: the creation of a library system, supported by branch library locations.

If the Victoria Gardens Library is not built, the current population of 127,000, expected to expand to 155,000 by 2005, will continue to be served from a 22,500 sq. ft facility and a collection that cannot reasonably expand beyond 150,000 items, providing Rancho Cucamonga residents with less than 1 book per person.

Current demand, already overwhelming, will escalate as the Victoria Gardens and other new developments planned for eastern Rancho Cucamonga come on line by 2005, adding over 7,000 households to the already overburdened school and library system.

The Inland Valley represents some of the best and brightest minds in California in an area bursting with growth and fresh ideas. This project will serve to "bring imagination, ideas and

people together" to create a new generation of leaders with vision to guide California through the challenging times ahead.

TECHNOLOGY PLAN

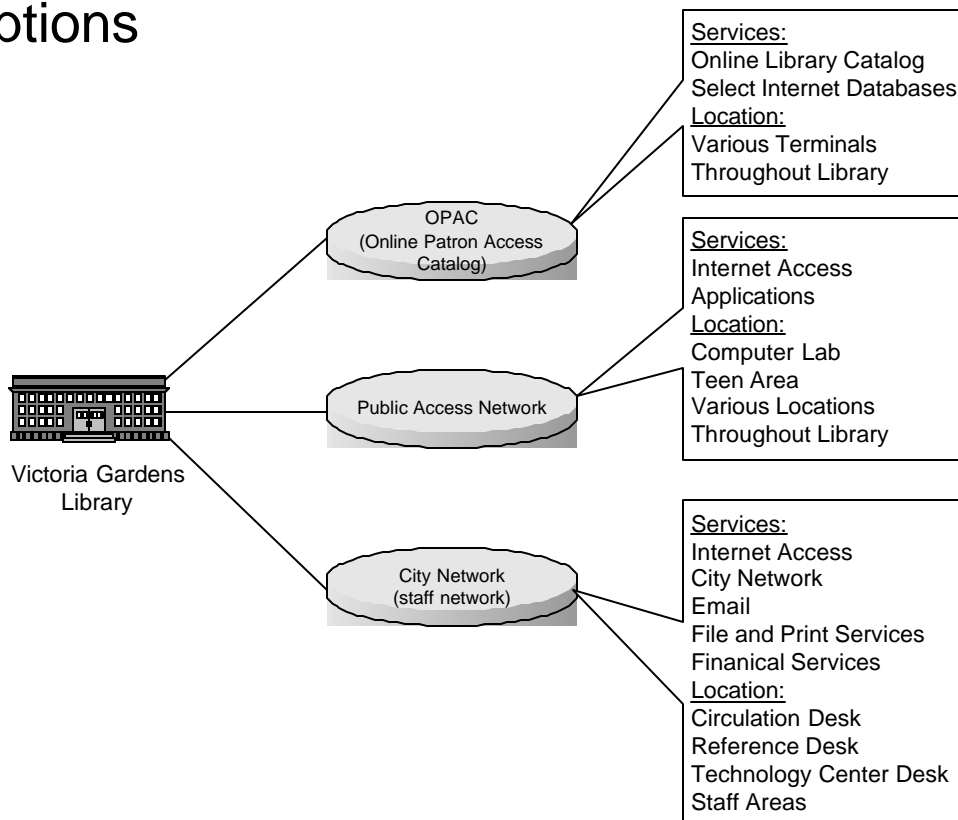
5.14 TECHNOLOGY PLAN

The technology design and distribution concepts for the Victoria Gardens Library are built around the five major goal statements that tie the library to the overall vision for the City of Rancho Cucamonga. Each goal is accompanied by relevant technology features which will enhance the opportunities provided to library users.

Goal 1. Create a City where personal enrichment and lifelong learning is conveniently accessible to all.

The distribution of data in the building will provide patrons with immediate access to local resources as well as resources outside the library. The data network will be developed in a three-tiered hierarchy.

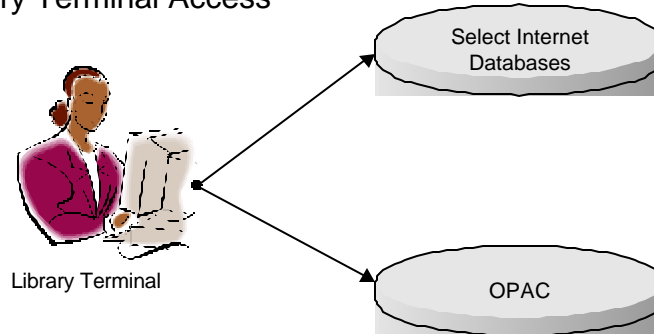
Data Networks Descriptions



Primary Level Access

The first level of the data hierarchy will provide patrons access to the library's online catalog and select offsite databases, including a 15,000 volume collection of electronic books. The OPACs will be clustered in key service areas of the building.

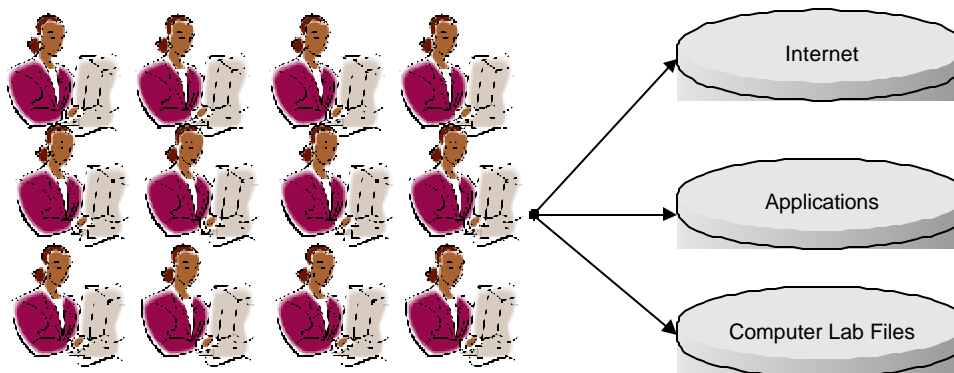
Library Terminal Access



Secondary Level Access

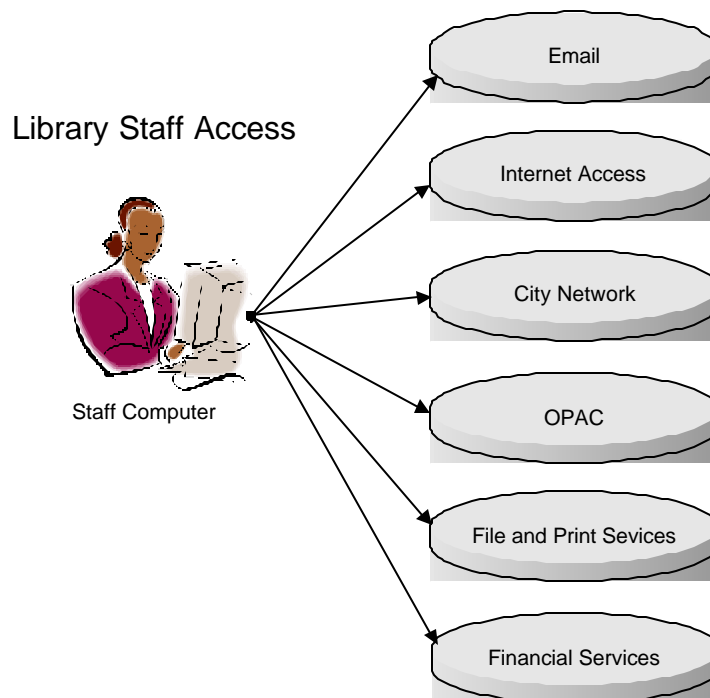
The second level of data distribution will be the public access network. The public access network workstations will provide a gateway to the library's catalog, access to select offsite databases and unrestricted access to the Internet.

Public Access Network



Third Level Access

The third level of the hierarchy will be the staff network. This network, a segment of the City's network, will be restricted to staff use only. It will be physically separated from the OPAC and public access network. It will provide library staff access to the DYNIX system, e-mail, file and print services

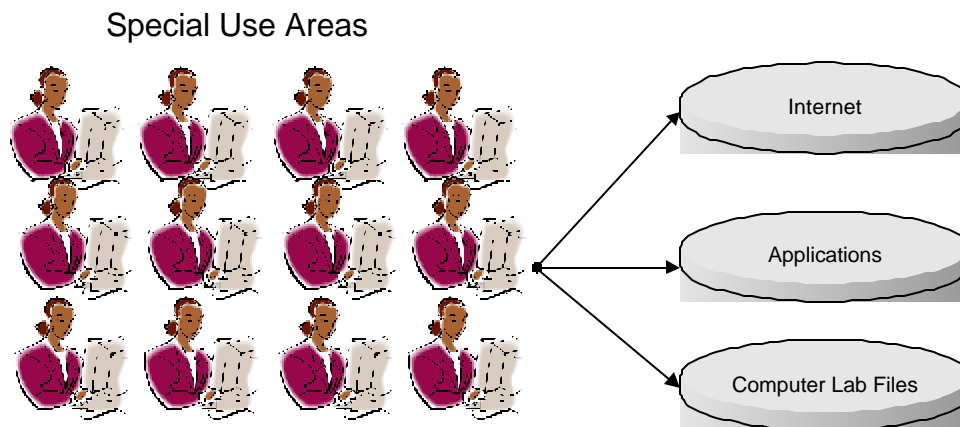


Goal 2. Create a City where the children of the community are enriched through educational and cultural opportunities and resources produced through collaboration between library, schools and other community services.

The networks developed to support the library can be virtually extended to provide access to library resources through local school data networks. This can include access to the library's catalog via the Internet and to the commercial databases to which the library subscribes.

The library will house a Back to Basics tutoring area. Back to Basics is a tutoring/reading program geared to elementary level students. Library staff will work in conjunction with local teachers to develop the special materials collections that will support this program. The library may also participate in the "Accelerated Reader" program in cooperation with the local elementary schools.

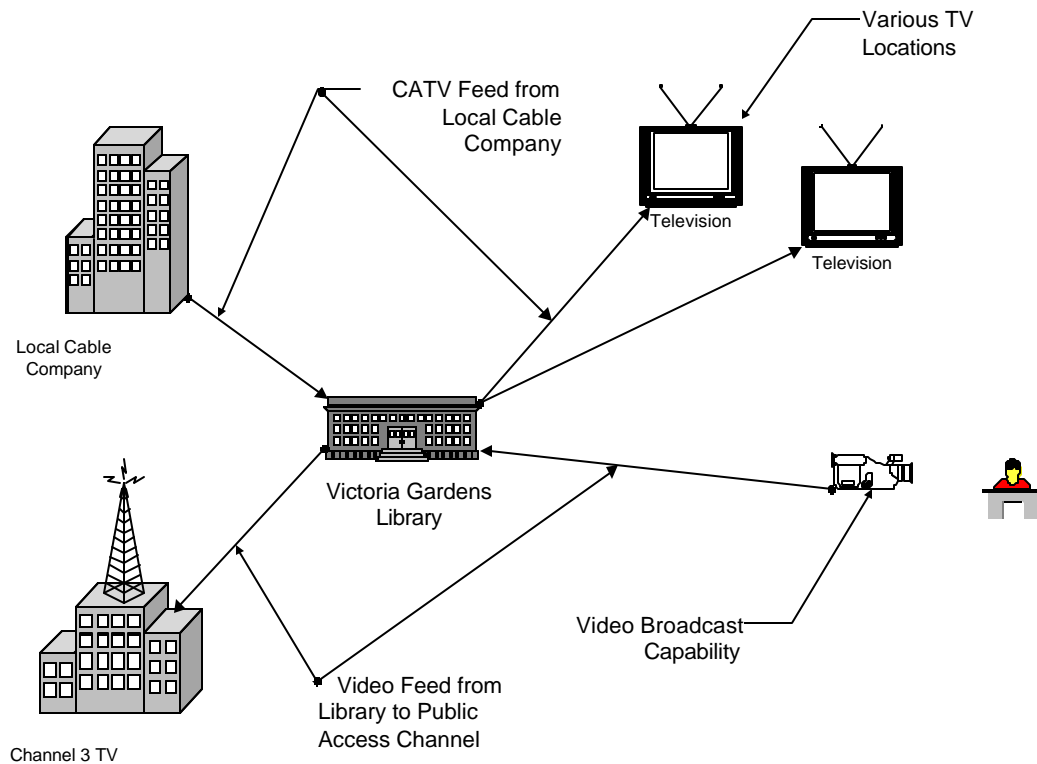
Public access computers will be placed in the Back to Basics area of the library to support the tutoring program. These computers may be used both as inter-active resources to support the reading program and as a performance incentive to students.



The Victoria Gardens library will be enhanced through the distribution of video resources. Video resources will include downlink access to CATV and access to remote digital video resources via the Internet.

The video and data networks of the library will be structured to allow broadcast from the Children's Storytime Room and from the Technology Center.

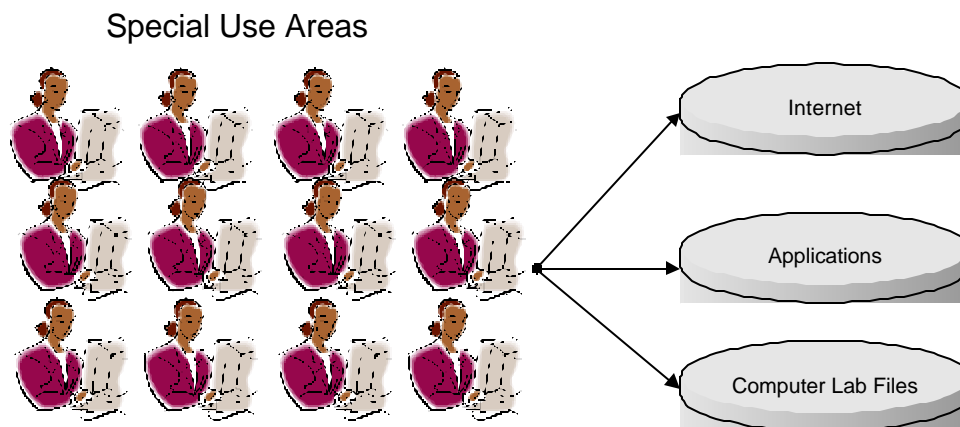
Video Distribution Logical Diagram



Goal 3. Create a City where the contributions of Young Adults are valued their ideas listened to and their needs addressed.

The teen area of the library will be connected to the public access computer network. This will provide access to the library catalog, select commercial database resources and the Internet. The teen group study rooms will be wired to accommodate individual computer users or small groups of students working collaboratively.

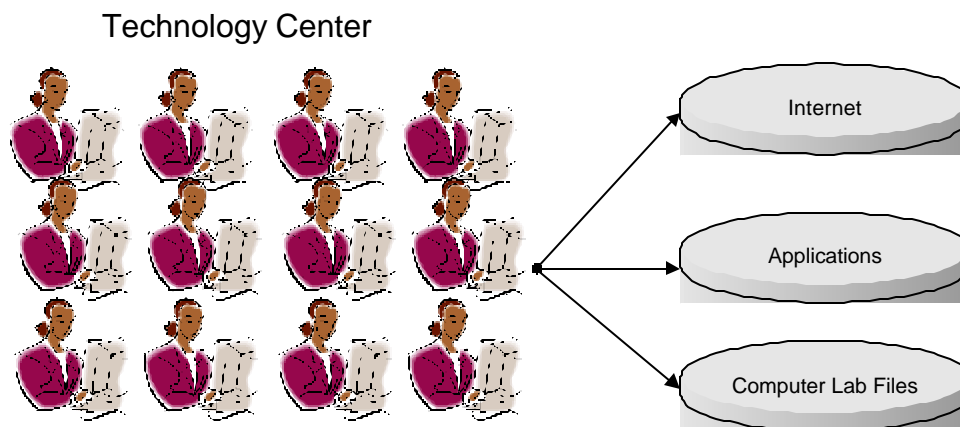
There will be opportunities for teens to provide volunteer support to children participating in the Back to Basics tutoring program and to provide support to the Technology Center of the library.



Goal 4. Create a City where rich and poor, young and old have equal opportunity to learn the possibilities of technology.

The library will include a Technology Center equipped with public access computers that will be used for classes in the use of library technology, classes on the use of popular software programs, instruction in Internet searching techniques, etc. The Technology Center will be developed with data, video and voice resources that support a full range of distance learning scenarios. The classes offered at the Technology Center will address the needs of all age and interest groups.

The computer resources of the Technology Center will be available for public use during non-class times.



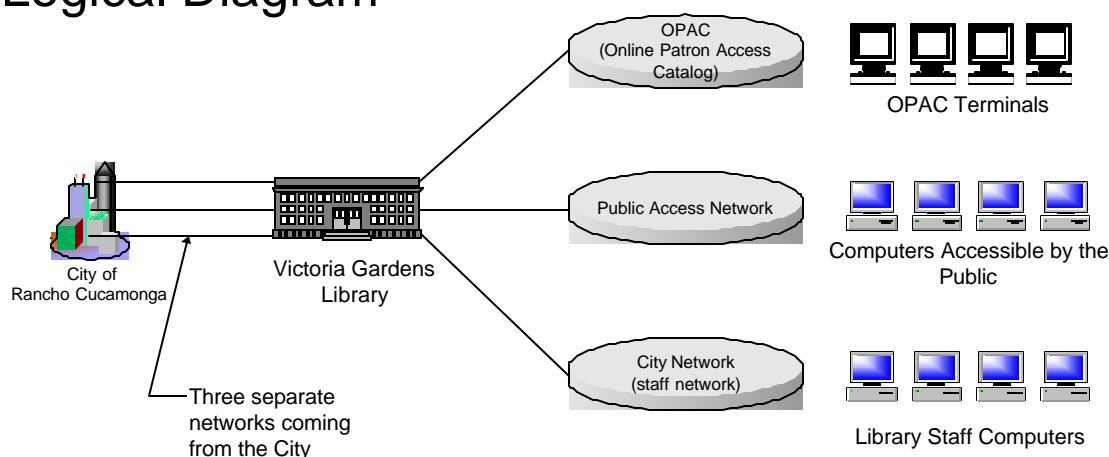
Goal 5. Create a City where individual information needs are quickly and conveniently met.

The patrons of the Victoria Gardens Library will have access to a wealth of print and non-print resources. These resources will be made available at the library and through convenient electronic access from points inside the library.

It will also be possible for patrons to access the library's catalog and other electronic resources, including subscription databases, electronic book collection, and "virtual reference" services via the Internet, telnet and dial-up modems 24 hours a day, 7 days a week.

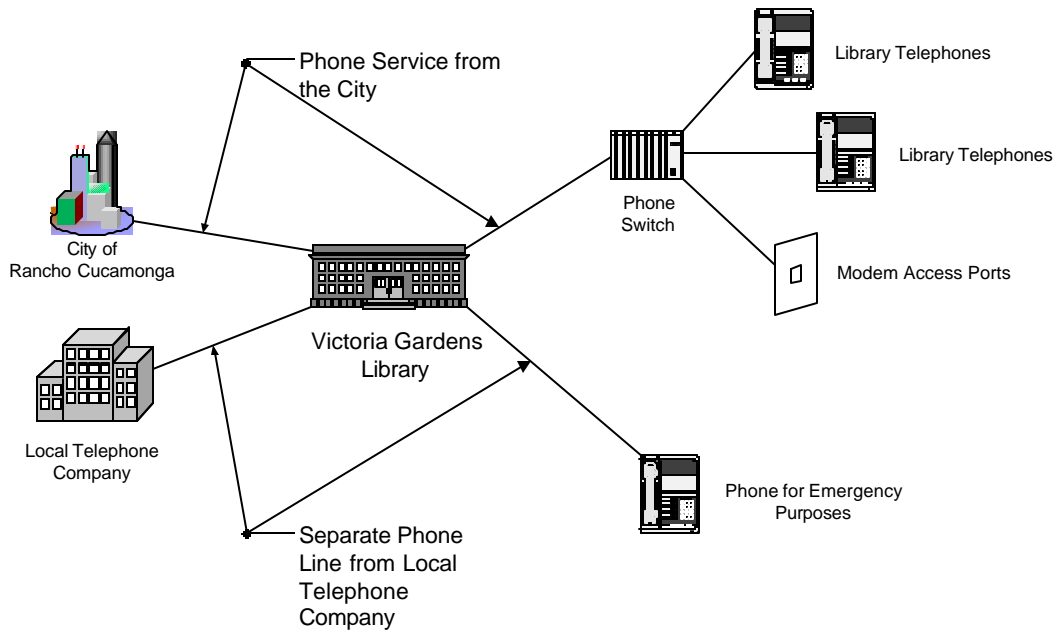
The library data networks will be connected to the Information Technology center of the City of Rancho Cucamonga via a proprietary fiber network owned and managed by the City. The IT center will house the Dynix server and other library support systems.

Data Network Logical Diagram



Voice service to the library will be provided through the main switch at the City offices. Service will be configured to provide library staff access to voice and fax lines. It will also be possible to provide toll restricted modem jacks that afford library users the ability to dial out external networks.

Telephone Logical Diagram



LIBRARY SERVICE AREAS - TECHNOLOGY

Children's Library

Homework Center

The Homework Center is designed to provide tutoring assistance to elementary level students in a small group setting. The library works in conjunction with local teachers who assist with student referrals. The computers in the current Homework Center are stand-alone units. They will be networked in the new facility and have access to local resources, select commercial databases and the Internet.

Equipment:

- ☐ 6 – Public desktop computers
- ☐ 1 – Ink-jet printer
- ☐ 1 – telephone handset
- ☐ CATV

Children's Browsing Area

No technology distribution

Children's Entrance

No technology distribution

Children's On-Line Public Access Catalogs

Equipment:

- ☐ 8 – Public desktop computers (Expansion capacity to 12 – 16)

Children's Storytime Room

The Children's Storytime Room will be used for children's story times, special programs and crafts. It will be structured to function as an ad hoc computer lab. The physical environment will be structured to provide CATV. The wiring will support video up-link into the public television network. The room will also be designed to support a variety of distance learning scenarios that can be accomplished via the Internet..

Equipment:

- ☐ PA system
- ☐ 1 – Telephone handset
- ☐ CATV
- ☐ Data outlets
- ☐ Ceiling mounted projector
- ☐ Retractable screen
- ☐ TV monitor(s)
- ☐ Audio player
- ☐ VCR/DVD player
- ☐ Video surveillance

Family Restroom

Equipment:

- ☐ Video surveillance

Juvenile Collection & Seating

There will be a moderate number of data drops distributed in logical sequence throughout this area to support OPACs.

Parenting, Teachers and Home Schooler's Collection

There will be a moderate number of data drops distributed in logical sequence throughout this area to support OPACs.

Picture Books Collection & Seating

There will be a moderate number of data drops distributed in logical sequence throughout this area to support OPACs.

Circulation and Support Services

Branch Manager's Office

Equipment

- ☐ 1 – Staff desktop computer
- ☐ 1 – Ink-jet printer
- ☐ 1 – Telephone handset
- ☐ Panic alarm

Circulation Desk

Equipment

- ☐ 3 – Staff Desktop computers
- ☐ 2 – Self check-out stations
- ☐ 3 – Telephone handsets
- ☐ Panic alarm
- ☐ Video surveillance

Computer/Telecommunications Room

The computer/telecommunications room will be designed to support all data, voice and video connectivity in the library. It will be connected to a main distribution frame located elsewhere in the complex. The bulk of network electronic equipment will be housed in the City's communication center in the basement of the civic center.

Customer Service Conference Room

This is an area where library staff can quietly deal with patron services issues and complaints.

Equipment:

- ☐ Data jacks
- ☐ 1 – Telephone handset
- ☐ Panic alarm

Staff Copy and Communications Center

Equipment:

- ☐ 1 – Networked photocopier (B&W)
- ☐ 1 – Fax machine
- ☐ 1 – Telephone handset

Staff Workroom

This is the main work center of the library

Equipment:

- ☐ 9 – Staff desktop computers
- ☐ 1 – Laser printer B&W)
- ☐ 1 – Laser printer (Color)
- ☐ 1 – Telephone master console
- ☐ 9 – Telephone handsets
- ☐ Panic alarm

Fiction Collection

There will be a moderate number of data drops distributed in logical sequence throughout this area to support OPACs. These will be placed at the ends of the ranges of shelving.

General Building Services

Custodial Sink and Storage Area

Equipment:

- ☐ 1 – Telephone handset

General Storage & Compact Shelving

Equipment:

- ☐ 1- Telephone handset
- ☐ Data jacks

Loading Dock

No special equipment

Mechanical and Equipment

Equipment:

- ☐ 1 – Telephone handset
- ☐ Data jacks for telemetry

Staff Entrance

Equipment:

- ☐ 1 – Wall mounted telephone handset
- ☐ Video surveillance

Staff Lounge

Equipment:

- ☐ 1 – Telephone handset
- ☐ Data jacks
- ☐ CATV jacks

Back to Basics Literacy Center

Back to Basics Collection and Seating

There will be a moderate number of data drops distributed in logical sequence throughout this area to support OPACs.

Back to Basics Office

Equipment

- ☐ 1 – Staff desktop computer
- ☐ 1 – Ink-jet printer
- ☐ 1 – Telephone handset
- ☐ Panic alarm

Back to Basics Study/Tutoring Room (A and B)

Equipment

- ☐ Data jacks

Information Services

Copy Center

Equipment:

- ☐ 1 – Networked photocopier (B&W)
- ☐ 1 – Networked photocopier (Color)
- ☐ 1 – Fax machine

On-line Public Access Catalog Area

Equipment:

- ☐ 21 – Public desktop computers
- ☐ 2 – Laser printers (B&W)

Public Information and Reference Desk

Equipment:

- ☐ 3 – Staff desktop computers
- ☐ 1 – Fax machine
- ☐ 1 – Laser printer (B&W)
- ☐ 3 – Telephone handsets
- ☐ Panic alarm
- ☐ Video surveillance

Reference Collection and Seating

There will be a moderate number of data drops distributed in logical sequence throughout this area to support OPACs.

Study/Tutoring Room (A&B)

Equipment

- ☐ Data jacks

Library Entrance

Friends Book Storage/Workroom

Equipment:

- ☐ 1 – Telephone handset
- ☐ Data jacks

Friends Bookstore

Equipment:

- ☐ 1 – Telephone handset
- ☐ Data jacks
- ☐ Video Surveillance

Public Entrance and Lobby

Equipment:

- ☐ Electronic bulletin board

Public Restrooms

Equipment:

- ☐ Video surveillance

Non-Fiction Collection

Non-Fiction Collection and Seating

Equipment:

- ❑ 6 – Public desktop computers

Periodicals Collection

Current Magazine & Newspaper Display & Seating

No technology distribution

Popular Materials Area

Popular Materials Area

Equipment:

- ❑ 2 – OPAC desktop computers

Quiet Reading Room

There will be a moderate number of data drops distributed in logical sequence throughout this area to support OPACs.

Equipment:

- ❑ Want piped in background music

Technology Center

This is a public access computer lab. It will be used as a training classroom for a variety of technology related applications. The physical environment will be structured to provide CATV. The wiring will support video up-link into the public television network. The room will also be designed to support a variety of distance learning scenarios that can be accomplished via the Internet.

Equipment:

- ❑ 21 – Public desktop computers
- ❑ 1 – Staff desktop computer
- ❑ 3 – Laser printers (B&W)
- ❑ PA system
- ❑ 1 – Telephone handset
- ❑ CATV
- ❑ Ceiling mounted projector
- ❑ Retractable screen
- ❑ TV monitor(s)
- ❑ Video surveillance

Teen Area

Teen Group Study Room

Equipment

- ☐ Data jacks
- ☐ Phone jacks to public network

Young Adult Collection and Seating

There will be a moderate number of data drops distributed in logical sequence throughout this area to support OPACs.

Equipment:

- ☐ Want piped in background music